



COMMUNITY SERVICE OFFICER

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of responsible investigative and administrative tasks not requiring sworn police authority in support of law enforcement activities, and to supplement the activities of sworn officers in providing citizen assistance.

Supervision Received and Exercised:

Receives general supervision from a Patrol Sergeant or from other supervisory or management staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Receive, prioritize and respond to computerized reports of calls from citizens reporting crimes such as criminal damage, theft of property and burglary; respond to walk-in citizen complaints and crime reports at the lobby desk of the Police Department; respond to radio calls for service when assigned to a field position.
- Call-back citizens reporting crimes (not in progress) to obtain detailed information and to assist in processing the report; contact witnesses by telephone for further information; follow-up with investigative leads; complete the appropriate incident report and forward to the appropriate division for follow-up.
- Respond to crime scenes and provide on-scene support services such gathering detailed information, including fingerprinting, conducting witness and victim interviews, taking evidentiary photographs, collecting evidence; complete incident reports; provide follow-up field assistance as needed to victims reporting crimes by visiting the crime scene and interviewing witnesses and

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victims; assemble and/or file criminal case packets with the City/County prosecutor; provide testimony in court on criminal investigations.

- Respond to accident calls as assigned, conduct on-scene accident investigations, determine violation of applicable traffic statutes, issue citations and prepare accident reports; testify in court as a witness in connection with citations issued.
- Perform traffic control duties and provide motorist assistance at accident scenes, interview witnesses and provide assistance as assigned; perform first aid as required; participate in problem solving and community activities as part of a team.
- Coordinate all aspects of the administrative hearing process as it relates to state law governing vehicle impounds including scheduling of hearings, preparation of data for the hearing, conducting the hearing, and completing all related paperwork.
- Respond to in-person and telephone inquiries at the main information desk in the Police Department, providing information on law enforcement policies, procedures and statutes.
- Authorize and coordinate impoundment of abandoned or illegally parked vehicles or found property and prepare related reports.
- Assist unit detectives with compiling photo line-ups.
- Complete supplemental reports on assigned cases as necessary.
- Receive and issue receipts for bail, bonds, boot fees, fines and other monies, when the lobby of the Police Department is not staffed by Records personnel.
- Female CSO's are responsible for searching female prisoners when jail personnel or female police officers are not available.
- Maintain confidentiality of critical information.
- Perform related duties as required.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related

Effective September 1991

Revised June 1999

Revised Jan 2002 (Title changed)

Revised May 2006 (job duty)

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experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible customer service or citizen assistance experience in a police agency or a related environment such as the court, county jail, state correctional facility, or in a responsible regulatory or enforcement capacity.

Training:

Equivalent to the completion of the twelfth grade, supplemented by college course work in criminal justice, police science or related field.

Licenses/Certifications:

Possession of, or ability to obtain at the time of hire, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 3442

FLSA: Non-Exempt